

Comments, complaints or concerns

If you have any comments about Eastleigh Shopmobility, or if you are unhappy about any aspect of the service, please contact the Eastleigh Shopmobility office (details below).

Contact details

For further information about Eastleigh Shopmobility please contact:

Eastleigh Shopmobility
Unit 2
Swan Centre
Wells Place
Eastleigh
SO50 9SG

Tel 023 8090 2402

Fax 023 8062 9626

Email eastleighshopmo@btconnect.com

There is an answering machine facility available on the above telephone number that can be used out of office hours or when the line is engaged.

Opening hours

The Shopmobility office is open Monday to Friday 9.30am to 4.30pm, and Saturday 9.30am to 4pm.

Where will I find Eastleigh Shopmobility?

Eastleigh Shopmobility is located in Eastleigh Borough Council's Town Centre Office, next to McDonald's, in Wells Place, Eastleigh.

Parking spaces for disabled badge holders are available near the Shopmobility premises.

Eastleigh Shopmobility receives financial support from Eastleigh Borough Council and is managed by One Community

Published by **One Community**
(Formerly Eastleigh Community Services)

One Community
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Registered in England as a company limited by guarantee.
Registered Number 3132524.
Registered office: as above.

Eastleigh Shopmobility

One Community provides a range of Voluntary Sector Support, Community Development, Care, Information and Transport services



Eastleigh Shopmobility

Eastleigh Shopmobility loans powered or manual wheelchairs and scooters out to people with mobility difficulties, to enable them to do their shopping independently, or to use other town centre facilities within the catchment area of the scheme.

Who can use Eastleigh Shopmobility?

Anyone who has difficulty getting around on foot, either permanently or temporarily, can use the service.

You do not have to be registered disabled to use Shopmobility, but you will need to be registered as a member of Shopmobility before you can use the scheme.

How much does it cost?

There is a small charge for the hire of the vehicles:

Electric scooters	£1 per half day
Electric wheelchairs	£1 per half day
Manual wheelchairs	£1 per half day

Extended hire

Manual wheelchairs are available for extended hire at a cost of £1 per day. A deposit of £25 is required and the hire fee must be paid in advance.

Eastleigh Shopmobility

How do I register as a member?

Before you can hire a wheelchair or scooter for the first time, you will be asked to complete a registration form and show a document that confirms your identity, such as a driving license, pension book or utility bill - it must have your name and address on it. Once you have completed this form you are a registered member of Shopmobility.

Unlike many other Shopmobility schemes, membership is free.

Do I need to book?

It isn't always necessary to book ahead, but it is advisable to be sure of availability, particularly on market days in Eastleigh, which are Thursday and Saturday.

How do I get to Shopmobility?

Dial-a-Ride buses can provide a service to and from Shopmobility. For further information please contact the Dial-a-Ride office:

Tel 023 8090 2450

Email dar@1community.org.uk

Eastleigh Dial-a-Ride
One Community
16 Romsey Road
Eastleigh
SO50 9AL

Disabled car parking is available nearby.

Parkmobility

In partnership with Eastleigh Borough Council, Shopmobility provides a powered scooter to help anyone with mobility problems to get around Lakeside Country Park. The Park is located on the A35 between Eastleigh and Southampton, close to Southampton Parkway railway station.

A RADAR key operated disabled toilet and parking spaces for disabled badge holders are available close to the pavilion and lakes.



Shopmobility volunteers

Eastleigh Shopmobility depends on the help of volunteers to assist with registering new members, booking out wheelchairs and scooters, showing customers how to use the equipment, and with the cleaning of vehicles on their return. Training is given and expenses are paid.

Interested in volunteering? Contact the Shopmobility office:

Tel 023 8090 2402

Email eastleighshopmo@btconnect.com

Or Volunteer Centre Eastleigh

Tel 023 8090 2457/8

Email volunteer@1community.org.uk